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**STATE OF NEVADA**



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**TRACEY D. GREEN, MD**  
*Chief Medical Officer*

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF PUBLIC AND BEHAVIORAL  
HEALTH**

**Southern Nevada Adult Mental Health Services  
6161 W. Charleston Boulevard  
Las Vegas, Nevada 89146-1148  
(702) 486-6000 Fax (702) 486-8397**

August 16, 2013

Rufus Arther, Branch Chief  
Western Division for Survey and Certification  
San Francisco Regional Office  
Centers for Medicare and Medicaid Services  
907<sup>th</sup> Street, Suite 5-300 (SW)  
San Francisco, CA 94103-6707

Re: Full Validation Survey

Dear Mr. Arther:

Southern Nevada Adult Mental Health Services' (SNAMHS) goal is to meet or exceed all regulatory expectations and best standards of care in treatment and service delivery while also recognizing it is our responsibility to continuously assess and be accountable when we find areas where we can or need to improve.

The US Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS) conducted a survey at SNAMHS on June 20, 2013.

Although the CMS survey did identify some areas in which SNAMHS could improve, the survey also evidenced that SNAMHS has not only implemented processes to ensure activities related to appropriate discharge planning and related documentation has occurred but is also soundly in place.

Governing Body:

Documentation and data support SNAMHS' governing body's oversight of the provision of quality services by SNAMHS' employees, needs to be enhanced. This includes data support and documentation to and from the Executive Medical Staff Committee.

Public Health: Working for a Safer and Healthier Nevada

## **Improvements Being Made:**

- A. SNAMHS has improved the documentation and data support for the governing body by developing required format for submissions of reports to the Local Governing Body from the Medical Staff and Hospital Administration.

These required formats include but are not limited to the summary reports and data resulting from:

- All performance improvement plans
- All required corrective action plans
- All required, new or revised policies, procedures or protocols
- All human resource/privileging indicators

- B. The coordination of non-psychiatric medical care has been improved for individuals we serve. The individuals we serve have not had access to primary care physicians and the only non-psychiatric medical they receive is often when they experience an acute or urgent behavioral event. We have improved the coordination of medical and behavioral care by implementing new procedures and are monitoring and auditing compliance.

These new procedures include the use of case a consultation form for non-psychiatric medical care which provide more communication between the physicians of internal medicine and the psychiatric medical staff member. This form also serves to document the care and aftercare plans.

- C. Specific Case Assignment for Nurses: The Director of Nursing implemented a protocol of specific patient assignment for each nurse, on each shift, and added a form that documents discrepancies requiring follow up such as a patient refusing care to ensure the continuity of quality care.
- D. Enhanced Quality Assurance Practices: At all levels throughout the hospital, audits and monitoring for compliance have been implemented. Furthermore, a layered system of validation and reliability audits have been implemented to ensure everyone is performing consistently or to identify areas for training.
- E. Discharge and aftercare processes have been significantly enhanced. Our employees are linking the individuals we serve to support services for medical, behavioral, and social needs, making the appointments, coordinating with family/caregivers and verifying follow through, and documenting these activities in the medical record. We are auditing for compliance.

## **About Southern Nevada Adult Mental Health Services:**

We are fortunate to have such skilled and dedicated mental health professionals including physicians, nurses, psychologists, clinical social workers, and technicians, who are working every day to provide a wide range of high-quality care and services to our patients.

In the last fiscal year SNAMHS admitted and served approximately 600 individuals in our inpatient hospital every month.

We are always looking for ways to offer the best possible mental health care and treatment available. To achieve the best outcome for each patient, we use a range of approaches and types of treatments, based on the latest medical evidence and appropriate therapies.

SNAMHS is dedicated to continuous learning and continuous improvement. As we make changes and improve and enhance our mental health services, we will continue to actively solicit and use our patients' input and suggestions through patient satisfaction surveys and other communications with patients, family members, employees, and physicians.

Please find enclosed the SNAMHS required response and plan of correction.

Thank you for your understanding and support as we work together with our professional staff, patients, and with NV DHHS, to continue to improve and enhance our mental health services.

Sincerely,

A handwritten signature in purple ink that reads "Chelsea Szklany". The signature is written in a cursive, flowing style.

Chelsea Szklany, OTR/L  
SNAMHS Administrator

CC: Steve Gerleman, Health Facilities Inspector III,  
Las Vegas Office, Bureau of Health Care Quality and Compliance